

# POWER OUTAGE CREDIT

## Are you eligible?

Have you experienced lengthy or frequent power outages?  
If so, you may qualify for an outage credit of \$38 or more.

### Lengthy Outages

You will receive a **\$38** outage credit if you lose power for

- 16 hours when less than 1% of your utility's customers have an outage
- 48 hours when more than 1% but less than 10% of your utility's customers have an outage
- 96 hours when 10% or more of your utility's customers have an outage

Once your outage qualifies for a credit, you will receive an additional **\$38** a day for every day the outage continues.

Your utility will add the credit to your account once you qualify.

### Frequent Outages

You will receive a **\$38** outage credit if you have more than 6 interruptions in 12 months. The interruptions must last at least 5 minutes to qualify. Once the credit is paid, the number of interruptions resets to zero.

Your utility will add the credit to your account once you qualify.

If you have questions about these credits,  
call your utility or the MPSC.